

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Virginia Semiconductor Inc.

Virginia's A.L. Philpott Manufacturing Extension Partnership

Virginia Semiconductor Focuses On Quality For Future Growth

Client Profile:

Virginia Semiconductor, Inc. has been a recognized leader in manufacturing customized silicon substrates and components since 1978. The company is located in Fredericksburg, Virginia and employs approximately 40 workers.

Situation:

Virginia Semiconductor, Inc. (VSI)'s sales have continued to grow throughout the last 18 months, even though the high-tech and semiconductor industries have been depressed. In anticipation of another strong period of growth in the semiconductor industry, management wanted to have the proper tools in place to profitably handle increased demand and a larger organization. VSI felt it was necessary to develop and implement an improved quality management system (QMS) during this growth period. The company asked Virginia's A.L. Philpott Manufacturing Extension Partnership (VPMEP), a NIST MEP network affiliate, for assistance with this project.

Solution:

VPMEP helped VSI develop an ISO 9001 QMS. ISO 9001 is a system that provides the structure and consistency needed to maintain quality, productivity, and customer satisfaction necessary for future success. VPMEP presented VSI's management with an overview of the ISO 9001:2000 standard and conducted company-wide awareness training. VPMEP then performed a gap analysis audit to determine the magnitude of the implementation effort. Based on the gap analysis audit, VPMEP and the VSI quality team designed and implemented an ISO 9001 quality management system.

VPMEP facilitated the quality team, which met to review and approve proposed changes to the QMS, and helped develop an internal audit system to assure that the QMS was functioning properly. VPMEP trained VSI's new auditors, and reviewed the QMS quality manual and procedures to help the company develop an ISO 9001:2000 compliant documentation system. With the system in place, VPMEP completed a pre-assessment audit to assure VSI that they were in compliance and could pass a registration audit.

Results:

Prepared for future ISO 9001 certification.
Standardized and documented company processes.

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Reduced capital avoidance.

Saved two jobs.

Reduced inventory, raw materials, and returned products.

Reduced returned product by 75 percent between 2001 and 2002.

Testimonial:

"Our activities with Virginia's A.L. Philpott Manufacturing Extension Partnership regarding our ISO 9001 QMS system have been very successful. Our greatest achievement to date from this project with VPMEP is our significant reduction in returned product."

Steve Rogers, Quality Control Manager